

2011 Highlights Photo Gallery



PHOTOS BY DAKOTA FINE

Black History Month Program



PHOTOS BY MARCOS NAVARRO

Access To Justice Address, April

TOP LEFT AND TOP RIGHT: Assistant U.S. Attorney General Tony West speaks at LSC's annual Black History Month awards luncheon; **ABOVE AND RIGHT:** Laurence H. Tribe, Senior Counselor for Access to Justice at the U.S. Department of Justice, spoke at LSC in April. From left: LSC Board members John G. Levi, Gloria Valencia-Weber, Robert J. Grey Jr., Sharon Browne, Charles N.W. Keckler, Tribe, Harry J. F. Korrell III, Thomas F. Smegal, Jr. (former board member), Father Pius Pietrzyk, O.P., Julie Reiskin, and LSC President James J. Sandman.



[▶ PLAY WEST VIDEO](#)

[▶ PLAY TRIBE SPEECH](#)

2011 Highlights Photo Gallery

PHOTOS BY MARTHAPIX



▶ SEE ADD'L PHOTOS



Pro Bono Task Force Meeting, Harvard Law School, August

PIERRE R. CAMERON



Board of Directors Meeting, Chicago, October



Board of Directors Meeting, Richmond, April

JOSEPH MAHONEY

PHOTOS BY KEVIN CASEY



Board of Directors Meeting, Seattle, July



TOP LEFT AND TOP RIGHT: Pro Bono Task Force members develop their work plan; Pro Bono Task Force Co-chair Martha Minow speaks to the group at its first meeting. **ABOVE LEFT:** From left, Michael H. Schill, University of Chicago Law School Dean; Hon. Abner J. Mikva; Illinois Attorney General Lisa Madigan; LSC Board member Martha Minow; Bruce P. Smith, Dean of the University of Illinois College of Law; LSC Chairman John G. Levi; and LSC President James J. Sandman. **ABOVE RIGHT:** Virginia State Bar President Irving M. Blank (r) and LSC Board member Robert J. Grey Jr. at the April board meeting in Richmond, Va. **LEFT AND ABOVE:** LSC Board member Harry Korrell introduces Washington State Chief Justice Barbara Madsen at the July board meeting in Seattle; (l-r) LSC President James J. Sandman, Washington State Chief Justice Barbara Madsen and LSC Board Chairman John G. Levi at the July board meeting in Seattle.

Strengthening Partnerships, Identifying Opportunities

LSC's Board of Directors convened the Pro Bono Task Force to identify and recommend new and innovative ways of promoting and enhancing pro bono initiatives throughout the country.

The 58-member task force includes leaders from the judiciary, major corporations, private practice, law schools, and the federal government, as well as the legal aid community. It is co-chaired by Martha Minow, dean of the Harvard Law School and vice-chair of the LSC Board, and Harry J.F. Korrell III, a partner in the Seattle office of Davis Wright Tremaine LLP, and an LSC Board member. The law firm of DLA Piper provides administrative support, including the involvement of Pro Bono Partner Elizabeth Dewey.

"Creating change requires leadership," Minow said after the group's first meeting in August. "The members of this task force are among the most experienced, capable and thoughtful leaders in the legal profession."



MARTHAPIX PHOTOS

ABOVE, LEFT: Judge James D. Moyer and Esther Lardent
ABOVE: Harry Korrell

The Task Force divided into five working groups:

- **Technology** – Co-chaired by David Arroyo and Kathryn J. Fritz
- **Urban** – Co-chaired by Douglas Eakeley and George Hettrick
- **Rural** – Co-chaired by Judge James D. Moyer and Deanell Reece Tacha
- **Big Ideas** – Co-chaired by Sven E. Holmes and Teresa W. Roseborough
- **Obstacles** – Co-chaired by Mary K. Ryan and E. Paige Sensenbrenner

The members of each working group have researched best practices and are developing recommendations for inclusion in a report of the full task force, which will be issued in 2012.



John T. Broderick Jr.



Diane P. Wood



Jonathan Lippman

MARTHAPIX; PIERRE R. CAMERON

"The unmet need in our civil justice system is staggering. Although pro bono involvement has increased at LSC programs, we must do more to help ensure access to justice and the orderly functioning of the civil justice system."

—LSC Board Chairman John G. Levi



PETER CUTTS

Colleen Cotter and John Whitfield (4th and 5th from left) share their perspectives as directors of legal aid programs. Eight of the task force members are on the staffs of LSC grantees.



Pro Bono Task Force Members

Co-Chairs

Martha Minow, *Harvard Law School; LSC Board of Directors*

Harry J.F. Korrell III, *Davis Wright Tremaine LLP; LSC Board of Directors*

Members

David Arroyo, *Scripps Networks Interactive*

John T. Broderick Jr., *University of New Hampshire School of Law; former Chief Justice, New Hampshire Supreme Court*

Christian L. Campbell, *YUM! Brands, Inc.*

Catherine C. Carr, *Community Legal Services of Philadelphia*

Mark B. Childress, *U.S. Department of Justice Access to Justice Initiative*

Dana J. Cornett, *Blue Ridge Legal Services, Inc.*

Colleen M. Cotter, *The Legal Aid Society of Cleveland*

Charles Crompton, *Latham & Watkins LLP*

James E. Doyle, *Foley & Lardner LLP; former Governor of Wisconsin*

Douglas S. Eakeley, *Lowenstein Sandler PC; former LSC Board Chairman*

JoAnne A. Epps, *Temple University Beasley School of Law*

Ronald S. Flagg, *Sidley Austin LLP*

Kathryn J. Fritz, *Fenwick & West LLP*

L. Joseph Genereux, *Dorsey & Whitney LLP*

Terry M. Hamilton, *Lone Star Legal Aid*

Nan Heald, *Pine Tree Legal Assistance*

George H. Hettrick, *Hunton & Williams LLP*

Sven E. Holmes, *KPMG LLP; former Chief District Judge, U.S. District Court for the Northern District of Oklahoma*

Jeffrey N. Hyman, *Apple Inc.*

Wallace B. Jefferson, *Chief Justice, Supreme Court of Texas*

Robert Kayihura, *Microsoft Corporation*

David A. Kutik, *Jones Day*

Esther F. Lardent, *Pro Bono Institute*

Deborah Leff, *U.S. Department of Justice Access to Justice Initiative*

Jonathan Lippman, *Chief Judge, State of New York; Chief Judge, New York Court of Appeals*

Patricia A. Madrid, *former New Mexico Attorney General*

Ginny Martin, *New Hampshire Bar Association*

Larry S. McDevitt, *Chair, American Bar Association Standing Committee on Pro Bono & Public Service*

Lee I. Miller, *DLA Piper*

Michael L. Monahan, *State Bar of Georgia Pro Bono Project/Georgia Legal Services Program*

James D. Moyer, *Judge, U.S. District Court for the Western District of Kentucky*

Lynn Overmann, *U.S. Department of Justice Access to Justice Initiative*

David M. Pantos, *Legal Aid of Nebraska*

Linda K. Rexer, *Michigan State Bar Foundation*

Teresa W. Roseborough, *The Home Depot*

Mary K. Ryan, *Nutter McClennen & Fish LLP*

Gloria Santona, *McDonald's Corporation*

E. Paige Sensenbrenner, *Adams and Reese LLP*

Cliff Sloan, *Skadden, Arps, Slate, Meagher & Flom LLP & Affiliates*

Thomas F. Smegal Jr., *Friends of Legal Services Corporation*

Laura Stein, *The Clorox Company*

Frank B. Strickland, *Strickland Brockington Lewis LLP; former LSC Board Chair*

Maureen Thornton Syracuse, *District of Columbia Bar*

Deanell Reece Tacha, *Pepperdine University School of Law*

David S. Tatel, *Judge, U.S. Court of Appeals for the District of Columbia Circuit*

Richard L. Thornburgh, *former U.S. Attorney General; former Governor of Pennsylvania*

Angela C. Vigil, *Baker & McKenzie*

Jo-Ann Wallace, *National Legal Aid & Defender Association*

Diana C. White, *Legal Assistance Foundation of Metropolitan Chicago*

John E. Whitfield, *Blue Ridge Legal Services, Inc.*

Diane P. Wood, *Judge, U.S. Court of Appeals for the Seventh Circuit*

Lisa C. Wood, *Foley Hoag LLP*

Ex-officio Members

John G. Levi, *Chair, LSC Board of Directors; Sidley Austin LLP*

Sharon L. Browne, *LSC Board of Directors*

Robert J. Grey Jr., *LSC Board of Directors; Hunton & Williams LLP*

James J. Sandman, *President, Legal Services Corporation*

Improving Accountability and Oversight

The LSC board and staff are committed to sound financial management to ensure the most efficient and effective delivery of legal services to clients.

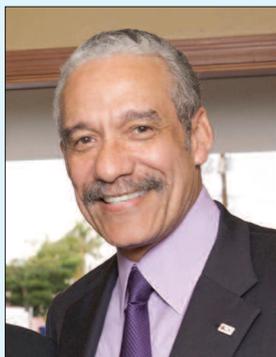
As part of that commitment, the LSC board formed a Special Task Force on Fiscal Oversight in July, 2010 to review how the corporation performs fiscal oversight of its grantees and to establish a “gold standard” for conducting this supervision.

The task force presented its [report and recommendations](#) to the board on August 1, 2011. At its January 2012 quarterly meeting, the board adopted the recommendations of the task force and directed management to begin implementation.

The 17 members of the task force included business leaders; attorneys; certified public accountants;

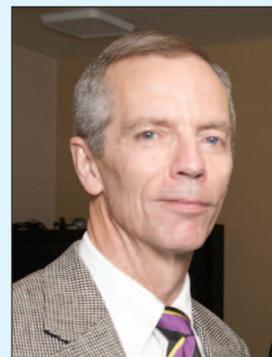
- Consolidate all of LSC's oversight responsibilities into a single office under the supervision of a vice president for grants management.
- Conduct a unified, comprehensive LSC risk assessment process that includes financial risks and current best practices for addressing such risks.
- Improve ways to identify and monitor conflicts of interest related to staff and grantees.
- Establish training programs for LSC staff, grantees—including grantee board members—and Independent Public Accountants (IPA).

“We hope that the recommendations in this report will allow LSC to enhance its processes for



“We believe that the risk-based, integrated approach to financial oversight that the Task Force recommends will enable LSC to provide more meaningful and effective oversight.”

—Robert J. Grey, Jr. (left) and Victor B. Maddox,
Fiscal Oversight Task Force Co-Chairs



DAN STEIN PHOTOS

grant makers; former inspectors general; and four LSC board members with expertise in nonprofit organization, internal controls, and financial operations. The task force engaged the accounting and advisory firm of Baker Tilly to assist, review documentation, and conduct interviews with more than 25 individuals from LSC management and staff, the LSC Office of Inspector General (OIG), and the board.

Among the task force recommendations:

- Strengthen cooperation and information sharing among the board, management and the Office of Inspector General.

grantee fiscal oversight and to create a more efficient and effective system for evaluating and monitoring internal controls related to the proper use of funding by LSC's grantees,” wrote co-chairs and LSC Board members Robert J. Grey, Jr. and Victor B. Maddox in a letter accompanying the report

In addition to focusing its resources on initiatives to improve the corporation's fiscal oversight responsibilities, LSC made significant strides in implementing the recommendation of the Government Accountability Office (GAO) June 2010 report on LSC's Grant Awards and Grantee Program Effectiveness.

Helping Families and Communities Recover

Beginning with its response to Hurricane Katrina in 2005, LSC has built a national network of experience and expertise—including both legal services and other organizations such as the American Red Cross and the Federal Emergency Management Agency (FEMA)—to help its grantees better serve clients when disaster strikes.

LSC-funded programs provide low-income Americans directly affected by disasters with legal assistance on matters including temporary housing, rent gouging, evictions, disaster benefits, consumer fraud, and family issues such as child-support payments and custody agreements.

In 2011, LSC assisted grantees in more than 28 states with disaster preparation and response. After the largest outbreak of tornadoes in U.S. history ripped through Alabama, Arkansas, Georgia, Kentucky, Mississippi, North Carolina, and Tennessee, LSC’s Office of Program Performance shared information and made connections that helped programs respond effectively. When back-to-back hurricanes sparked massive flooding in Vermont and other eastern seaboard states, LSC was there with expertise and contacts. After a deadly tornado devastated Joplin in May, LSC staff traveled there to provide technical assistance to Legal Aid of Western Missouri.

“I was very impressed with the cooperation and coordination among FEMA, the American Red Cross, legal services programs, and bar associations,” LSC Senior Program Counsel John Eidleman said after the visit. “People were working long



JOHN EIDLEMAN

In May, a deadly tornado destroyed thousands of homes in Joplin, Mo.

hours in service to the Joplin community. It is inspiring to see the legal aid programs and our partners in disaster relief providing assistance and information and ensuring that these disaster survivors have access to legal services now and in the future.”

In 2011 LSC approved emergency grants to Legal Services Alabama, Legal Aid of Western Missouri, and Legal Services Law Line of Vermont to help meet the additional demand for services resulting from the disasters. Throughout spring and summer, LSC staff maintained regular communication with the American Red Cross and FEMA to ensure coordination of response in all disaster zones. LSC also hosted national disaster networking calls, and linked programs responding to disaster for the first time with disaster-experienced legal aid attorneys willing to share their knowledge.

Emergency Grants

- The largest tornado outbreak in U.S. history hit Alabama hard, causing more than 200 deaths and destroying more than 6,000 homes. To help provide legal assistance to disaster victims, LSC made an emergency grant of \$68,629 to Legal Services Alabama.
- Joplin, Missouri’s deadly tornado killed more than 150 people. It also destroyed a hospital and more than 8,000 homes, including affordable housing units. To help provide ongoing disaster-specific legal aid, LSC committed \$188,333 in emergency funds to Legal Aid of Western Missouri.
- In Vermont, massive flooding caused by Hurricane Irene washed away roads, homes, bridges and the state’s emergency operations center. To provide client services, support for pro bono attorneys and other assistance, LSC made an emergency grant of \$65,103 to Legal Services Law Line of Vermont.

Promoting Innovation in Legal Services

LSC promotes and supports technological innovation through its Technology Initiative Grants (TIG) program.

In 2011, LSC awarded grantees in 25 states more than \$3.6 million to support 37 projects. Since its launch in 2000, TIG has funded 492 projects totaling nearly \$40 million.

“LSC seeks to promote innovation in the delivery of legal services and to serve as many people as possible,” said President James J. Sandman. “Self-help forms and online information assist people in navigating the legal system and enhance access to practical, useful resources.”

Making Information and the Courts Accessible

In 2011, TIG funded six projects to improve intake processes. Land of Lincoln Legal Assistance Foundation used its grant to develop a “Statewide Online Access System” that will serve as a portal to the Illinois legal services delivery system. The project calls for a module to direct website visitors to the most appropriate resources for their legal problem and a module to allow potential clients to apply for legal assistance. The Illinois project builds upon the work of the Northwest Justice Project in Washington state, which developed a pilot system.

Also in 2011, LSC provided TIG funding to the Legal Aid Society of Northeastern New York to enhance access to legal aid resources for Spanish-speaking, limited-English-proficient clients by developing a Spanish language portal for a national website, LawHelp.org; by providing a LiveHelp “chat” connection for Spanish-speaking users; and by developing 10 national online guides to help clients understand the courts, civil legal aid systems, and their language access rights.

In an effort to help people who must navigate courts without a lawyer, LSC awarded Lone Star Legal Aid a TIG grant to merge Texas Law Help, which provides self-help forms, and Texas Courts Online, which offers information about the state court system. The result will be a one-stop, easy-to-understand information source and includes Spanish and Vietnamese translations of legal forms.

Serving Veterans More Effectively

Pine Tree Legal Assistance in Maine used a 2010 TIG grant to launch StatesideLegal.org, a national website serving veterans and their families. In 2011, Pine Tree was awarded a second TIG grant to expand resources for women veterans and service members and to expand Web-based collaborations between veterans’ advocates and national experts. In addition, the TIG funds will be used to strengthen StatesideLegal’s overall functioning to handle increasing traffic to the site.

Expanding Pro Bono

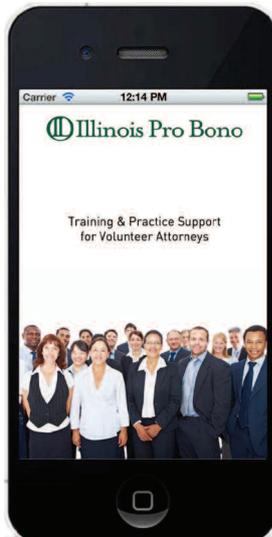
TIG has, from its start, identified and supported technologies that can be developed by LSC-funded programs and replicated by others. One example is the new TIG project to be led by the Volunteer Lawyers Project of the Boston Bar Association, in collaboration with LSC programs, non-LSC programs, law schools, bar associations, and the judiciary in Massachusetts. The project will develop enhancements to the probono.net template and create a single statewide pro bono website. This new website will offer the thousands of pro bono practitioners in Massachusetts a single portal where they can find and sign up for pro bono cases and access training. The resulting efficiencies should facilitate an increase in pro bono services to low-income clients. Because of the shared nature of the probono.net template, the proposed enhancements will be available at no cost for replication by 22 other probono.net sites across the country.

LSC seeks to increase volunteerism for law students as well. Idaho Legal Aid Services received funding to work with Chicago-Kent College of Law and the Center for Computer-Assisted Legal

Instruction to establish cyber clinics as a permanent part of U.S. law school education.

2011 TIG Conference

LSC hosted the [11th Technology Initiative Grants Conference](#) in January, in Albuquerque, N.M. The conference brought together technology experts, legal aid lawyers and others to learn how technology can improve the delivery of legal services to low-income Americans.



TIG funding was used to develop smartphone apps in Illinois

2011 TIG Grants / Total Funding Awarded = \$3,644,146

State	Award Amount	Project Highlights
Arkansas	\$43,100	Develop a court channel on the statewide legal aid website to provide comprehensive information about state court system and court proceedings to pro se litigants.
California	\$354,800	Update the I-CAN! E-file software in English, Spanish and Vietnamese; expand case management system to e-file complex array of domestic violence restraining and protective orders; install desktop video conferencing system.
Colorado	\$36,293	Implement Web-based screening tool and training modules to assist attorneys and clients with bankruptcy issues.
Florida	\$106,125	Provide automated templates to create legal forms on domestic violence, housing and public benefits law for use by pro se litigants; improve online intake system.
Georgia	\$170,735	Develop information access project for a one-stop online portal for document sharing and information; improve statewide website.
Idaho	\$587,075	Upgrade guided interviews for multiple Internet browsers, including mobile devices; create online intake system; establish cyber clinics in law school curricula.
Illinois	\$127,467	Develop "statewide online access system" on the statewide website to provide triage and intake services.
Iowa	\$22,269	Upgrade database for pro bono lawyers to enter data securely.
Kentucky	\$51,600	Use mobile technologies to implement a legal assessment tool for medical-legal partnerships.
Louisiana	\$51,617	Place touch-screen monitors at local senior centers to provide legal information and self-help materials.
Maine	\$192,200	Implement video technology to increase access to civil legal information, tools, and assistance for rural clients; expand and improve StatesideLegal.org to include resources specifically for women veterans and service members.
Massachusetts	\$70,205	Develop a statewide pro bono website.
Michigan	\$41,600	Expand content on the new statewide website to assist pro se litigants.
Minnesota	\$177,100	Develop, in partnership with state courts, a user-friendly e-filing system for pro se litigants.
Montana	\$104,778	Integrate VOIP telephone system and smartphones with case management system.
Nebraska	\$91,600	Develop a one-stop resource on statewide website, with comprehensive legal information including an online "help chat" feature.
New York	\$161,975	Create audio/video website content for limited-English-proficient clients, including online intake interviews in English and Spanish.
Ohio	\$532,500	Continued support of national server used by legal services programs to generate automated legal documents and guided interviews for pro se litigants.
Pennsylvania	\$78,546	Implement online intake system in English and Spanish; upgrade case management system.
Tennessee	\$83,976	Implement unified communications system, with emphasis on near-paperless offices; develop online intake system.
Texas	\$72,600	Develop "Texas Court Help" project to help pro se litigants understand and navigate the court system.
Utah	\$42,700	In partnership with the courts, expand the HotDocs library with information and documents for contested family law cases for volunteer attorneys and pro se litigants.
Virginia	\$91,285	Improve intake system with VOIP telephone system and call center software.
Washington	\$300,400	Continue funding for the Legal Services National Technology Assistance Project; implement improved information management system.
Wisconsin	\$51,600	Implement a secure, disaster-ready central repository for all documents and software.